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Select Committee
Parliament House
George Street
Brisbane
Queensland 4000

Dear Sir/Madam

Re: Submission to Review of the Performance of the Health Quality and Complaints Commission

Griffith University would firstly like to thank the Health Quality and Complaints Commission for its assistance and cooperation by members of its team in providing lectures and information to our undergraduate students. Also, we would like to comment on the willingness of its officers to assist us should we have had any enquiries regarding the processes to be set in place when setting up a large new health facility such as the dental clinic at Griffith University.

Comments are submitted in relation to Terms of Reference a) and b) regarding clinical service and do not reflect matters relating to education or research. The Griffith University, School of Dentistry and Oral Health is unable to offer comment of Term of Reference c.

Term of Reference a

The School of Dentistry of Dentistry and Oral Health has had no direct operational interactions with the Commission, however some members of the School are involved at other levels such as through professional associations or as members of registration boards. Generally, these individuals expressed satisfaction at the processes and rigour of the Commissions investigations but despite the need for care and thoroughness in investigation, the processes were too slow. This often led to unnecessarily prolonged angst for the parties involved.

Term of Reference b


In relation to the first and fifth dot point it was the opinion of the School that satisfactory progress was being made with progressing these items. The Boards relating to Oral Health had both introduced guidelines and policies around a number of key safety and quality areas. The Boards have in place mechanisms for managing consumer complaints, impaired practitioners and quality of clinical care. They both had consumer representatives.

However, it was the opinion of those involved in preparing the submission, that apart from the substantial efforts of the Boards, little progress had been made in dentistry with regard to second, third and fourth dot points. Whilst, huge strides had been taken in other sections of health, dentistry had somehow to a large degree, not been included in many of the initiatives which were being undertaken in large public or private institutions across Queensland, in


areas of consumer involvement, credentialing and privileging practitioners, monitoring of the quality of care and accreditation of practices. This is probably in part due to the nature of clinical oral health practice which is in the most part provided in the private sector from practices which are owned and operated by one or two practitioners.

The comments which are provided in this letter are the compilation of the thoughts and ideas of a number of members of staff and the signatories to the submission are merely the contact individuals during the current absence of the Dean. The School is endeavouring to develop and undertake quality education, research and clinical service in oral health and dentistry and will be delighted to work with the important work of the Commission in the future.

Yours sincerely,



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